

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1-12. (Cancelled).

13. (Currently Amended) [[The]] A method of diagnosing an electronic device which belongs to a customer ~~claim 12~~, said method further comprising the steps of:

receiving and validating an inspection result automatically obtained by an inspection program by executing the inspection program on said electronic device on said customer's side, the inspection result being received by computer communication;

obtaining a diagnosis result by diagnosing said electronic device on the basis of said inspection result, said diagnosis result including a diagnosis result about an electronic card attached to said electronic device;

transmitting said diagnosis result to said customer;

accepting a request of repair from said customer through computer communication;

issuing an acceptance number of repair to said customer;

recording said diagnosis result with said acceptance number;

receiving said electronic device from said customer;

finding out said diagnosis result related to said acceptance number;

repairing said electronic device in accordance with said diagnosis result; and

sending said electronic device back to said customer.

14. (Cancelled).

15. (Previously Presented) A method of diagnosing an electronic device which belongs to a customer, said method comprising the steps of:

a) receiving an inspection result obtained by executing an inspection program on said electronic device on said customer's side; and

b) obtaining a diagnosis result by diagnosing said electronic device on the basis of said inspection result, said diagnosis result including information which indicates a state selected from the group comprising:

a first state where said electronic device is normal;

a second state where said electronic device has trouble but needs no repair; and

a third state where said electronic device needs repair.

16. (Original) The method of claim 15, wherein
said second state includes a state where remaining power in a battery provided for said electronic device is insufficient.

17. (Original) The method of claim 15, wherein
said second state includes a state where rest of area in a memory provided for said electronic device is insufficient.

18. (Cancelled).

19. (Cancelled).

20. (Previously Presented) A method of diagnosing an electronic device which belongs to a customer, said method comprising the steps of:

a) sending a computer-readable medium carrying an inspection program to said customer;

b) receiving a computer-readable medium carrying an inspection result, said inspection result obtained by said customer executing said inspection program on said electronic device; and

c) reading out said inspection result from said computer-readable medium.

21. (Cancelled)

22. (Previously Presented) The method of claim 15 further comprising the steps of:

c) accepting selection of an inspection program out of a plurality of inspection programs from said customer, wherein said step c) is performed before said step a).

23. (Previously Presented) The method of claim 22, further comprising the step of

d) transmitting said inspection program to said customer through computer communication, wherein

said step d) is performed following said step c) and before said step a).

24. (Cancelled).

25. (Cancelled)

26. (Previously Presented) A method of serving an inspection program for an electronic device which belongs to a customer, said method comprising the steps of:

a) preparing an inspection program; and

b) supplying said inspection program to said customer,

wherein an inspection result is generated by execution of said inspection program on said electronic device on said customer's side so as to obtain the inspection result automatically, and diagnosis of said electronic device is performed on the basis of said inspection result, said diagnosis result including information which indicates a state selected from the group comprising:

a first state where said electronic device is normal;

a second state where said electronic device has trouble but needs no repair; and

a third state where said electronic device needs repair.

27. (Previously Presented) An apparatus for diagnosing an electronic device through computer communication, said electronic device belonging to a customer, said apparatus comprising:

a receiving circuit for receiving an inspection result obtained automatically by an inspection program by executing the inspection program on said electronic device on said customer's side; and

a processor for obtaining a diagnosis result by diagnosing said electronic device on the basis of said inspection result, said diagnosis result including information which indicates a state selected from the group comprising:

a first state where said electronic device is normal:

a second state where said electronic device has trouble but needs no repair; and

a third state where said electronic device needs repair.

28. (Original) The apparatus of claim 27, wherein
said processor compares a value included in said inspection result with a predetermined threshold value, to thereby judge whether said electronic device needs repair or not.

29. (Original) The apparatus of claim 27, wherein
said processor calculates a value for diagnosis from said inspection result, and compares said value for diagnosis with a predetermined threshold value, to thereby judge whether said electronic device needs repair or not.

30. (Original) The apparatus of claim 27, wherein
said processor judges whether data received as an inspection result is a valid inspection result or not.

31. (Original) The apparatus of claim 27, further comprising
a transmitting circuit for transmitting said diagnosis result toward said customer.

32. (Original) The apparatus of claim 31, wherein
said processor accepts a request of repair from said customer.

33. (Original) The apparatus of claim 32, wherein
said processor issues an acceptance number of repair to said customer, and records
said diagnosis result with said acceptance number.

34. (Original) The apparatus of claim 27, wherein
said diagnosis result includes information whether said electronic device needs
repair or not.

35. (Cancelled).

36. (Cancelled)

37. (Previously Presented) A computer-readable medium carrying a program
for diagnosing an electronic device through computer communication, said electronic
device belonging to a customer, wherein execution of said program by a computer causes
said computer to perform a process comprising the steps of:

a) receiving an inspection result automatically obtained by an inspection program
by executing the inspection program on said electronic device on said customer's side; and

b) obtaining a diagnosis result by diagnosing said electronic device on the basis of
said inspection result, said diagnosis result including information which indicates a state
selected from the group comprising:

a first state where said electronic device is normal;

a second state where said electronic device has trouble but needs no repair; and

a third state where said electronic device needs repair.

38. (Original) The computer-readable medium of claim 37, wherein
said computer-readable medium is a hard disk system connected to a server on a
computer network.

39. (Cancelled).

40. (Cancelled)